SCHEDULE 7.6 – SHARED RESOURCES

COUNTY OF SAN DIEGO/HP ENTERPRISE SERVICES, LLC   **IT AND TELECOMMUNICATIONS SERVICE AGREEMENT**
AMENDED & RESTATED VERSION 02

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Help Desk Equipment, Software, Tools and Systems:

➢ Help Desk Assets within the Winchester Help Desk facility including servers, network, desktops, headsets, software and hardware

- Peregrine Service Center used as the primary problem management system for logging, dispatching and resolving end-user problem

- Work force management system to correctly determine staffing levels by shift (Blue Pumpkin by Blue Pumpkin - COTS)

- Tools for monitoring call demand (Center View by Center View Inc - COTS)

- Knowledge Management tools - Repository for process and key client information to support service requests and incidents (Contractor Process / Methodology based on SharePoint Portal technology)

- Quality Management System (Contractor Process / Methodology)

- Self Service - Password reset, ticket tracking, initiate service request, bulletin board access (Contractor Software)

- Survey Central - Web based survey tool to collect customer satisfaction measurements (Contractor Software)

- Agent monitoring tools (eQuality Balance provided by Witness - COTS)

- Agent desktops, LAN network devices, and headset devices

- Servers operating the Peregrine Service Center, Blue Pumpkin, Centerview, Knowledge Management Tool, Quality Management System, Self Service Tool, Survey Central, and eQuality Balance

- Shared Automated Call Distributor (Avaya)

➢ Call Center assets within the SBC County center including servers, network, desktops, headsets, software and hardware:

- Cisco IPCC Call Manager

- Contact Center Server

- IP Telephones

- Software for IVR/ACD functionality and statistical reporting

➢ Help Desk Assets within the Ponderosa, Dublin and Denver Network Operating Centers (NOC) and Security Operating Centers (SOC) including servers, network, desktops, headsets, software and hardware – Software listed under "Network Equipment, Software, Tools and Systems" below.

Data Center Equipment, Software, Tools and Systems:

➢ Data Center assets including the shared mainframe, storage, printers and communication devices including firewalls, network intrusion devices, switches and routers.

➢ Data Center and virtual support staff desktops, headsets, and tools servers.

➢ Data Center management tools, including:

- CA-Unicenter suite of management products (Computer Associates - COTS)

- Virtual Command Center (Contractor Software)

- Ironport Messaging Gateway (Ironport - COTS)

- IBM Tivoli Storage Manager (IBM - COTS)

- EMC Control Center Management Suite (EMC - COTS)

- Opsware - Configuration Management and Patch Deployment (Opsware provided by Opsware Inc. - COTS)

- IBM Resource Monitoring Facility (IBM - COTS)

- IBM Tivoli Netview (IBM - COTS)

- Messaging System Management (Unicenter NSM Management of MS Exchange provided by Computer Associates; Microsoft Operations Manager - Exchange Application Pack 2003 provided by Microsoft - COTS)

- Unicenter Management for MQ Series (Computer Associates - COTS)

- Service Excellence Dashboard (Contractor Software)

Network Equipment, Software, Tools and Systems:

➢ CiscoWorks – Manage critical network characteristics; MASL tracking and reporting. COTS.

➢ Concord – Gathers network metrics, provides historical trend data; also provides data modeling and loading testing. COTS.

➢ HP OpenView Network Node Manager Advanced Edition – Network management and performance monitoring tool, WAN; MASL tracking and reporting. COTS.

➢ HP OpenView Performance Insight (OVPI) – Network management and performance monitoring tool, WAN and Central Office NOC; MASL tracking and reporting. COTS.

➢ Network Associates Sniffer – Protocol analysis determining root cause of network issue, defines and explains solutions to issue. COTS.

➢ Security Intrusion Prevention System Software – Monitors behavior of programs in running systems, identifies a virus based on behavior rather than signature. Logs events and provide additional information for analysis of event. COTS.

➢ Airespace Wireless Controller Software Management – Standalone monitoring tool for Wireless LAN controllers. COTS.

➢ Avaya Expert Systems – PBX Intelligent network management, monitoring and resolution tool. Contractor Software.

➢ WebSOP – Service order tracking tool. SBC Contractor Software.

➢ SORD – Service order entry and tracking tool. SBC Contractor Software.

➢ Telegence – Billing system for LD and 800 TFS. SBC Contractor Software.

➢ Billing Tools BOSS – Internal reporting and tracking of products, services, associated costs and billing record information. SBC Contractor Software.

➢ Video Streaming devices and tools used by 3rd party vendor – Codecs, management module. SBC Contractor Software.

➢ SBC Central Office resources, including voice mail – Dial tone, network transport media and voice mail services. SBC Hardware and Contractor Software.

Desktop Equipment, Software, Tools and Systems:

➢ Desktop / Help Desk Interface (Seebeyond) COTS

➢ Peregrine System's Asset Center COTS

➢ Wise Package Studio COTS

Security Equipment, Software, Tools and Systems:

➢ CIM portal Security Dashboard Web posting for situational awareness for County information security officer and enterprise-level agencies and metric reporting mechanism. Adapted for County

➢ Crystal Reports Develop reports from security event database. COTS

➢ Nessus Automated vulnerability scanning and identification tool. COTS

➢ NetForensics Automated logging of security warnings and events, aggregated and time-correlated event notifications and statistical, trend, and audit reporting. COTS

➢ Nmap Network scanning and mapping tool. COTS

➢ Risk Radar Risk management database used for tracking and prioritizing risks. COTS

➢ Security Information Management System (SIMS)   Event log correlation and analysis tool. Contractor software.

➢ Symantec Antivirus. Agent runs on desktops to identify and quarantine viruses. COTS

Cross-Functional Equipment, Software, Tools and Systems:

➢ My shop (Biomni procurement tool) – This is a product that will be used to host the Optional Item Procurement Catalog (OIPC) to allow online procurement of assets by the County. COTS

➢ Project Management Tool Kit – The Project Management Tool Kit is a collection of EDS propriety tools, templates and forms that will be utilized to manage, control and report on all projects. These tools will interface to the CIM portal to allow access by the project team and County management. EDS Contractor Software

➢ Perforce – This product that will be used to perform Configuration Management of change requests in support of the Change and Release Control Board. COTS

➢ Global Solutions Management System – Project and Life Cycle management - EDS

END OF SCHEDULE